Exhibit II – Sample Work Orders

RFP # RCE-8-88651

"Information Technology Services and Support"

Sample Work Order # 1:

Requirement for Desktop Technical Support Services (Based on a 2080-hour year)

This sample work order requires personnel with the following skills:

Technical Skills:
♦ Diagnosing and troubleshooting hardware and software problems
♦ Consulting and instructing users
♦ Troubleshooting in MAC, Linux, Vista, Windows XP and Windows 2000
♦ Knowledgeable of email services (Outlook)
♦ Diagnosing and troubleshooting network, printer and operating problems
♦ Installing hard drives, CDROM drives, tape drives, etc.
♦ Knowledgeable of TCP/IP protocol

The above duties shall be performed in the following environment:
♦ MAC and PC hardware including motherboard, video, SCSI and network devices
♦ Network protocols including Wireless, Ethernet and TCP/IP
♦ MAC/Windows products
♦ Software, including MS Office, Remote Services, Web interface software
♦ E-mail systems including Outlook 200x

General Skills:
- Strong written and verbal communication skills
- Strong conceptual thinking and problem solving skills
- Strong analytical skills
- Proficiency using PC and MAC software
- Experience in determining information needs and user requirements

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Sample Work Order # 2:

Requirement for Programming Services (Based on a 2080-hour year)

This sample work order requires personnel with the following skills:

Technical Skills:
- Visual C++ programming and debugging in a Windows environment
- MFC programming experience
- Graphical programming, experience. OpenGL experience is a plus
- XML programming
- Complex serialization, file saving, and retrieval
- Design and programming of dialog boxes
- Program documentation
- Project oversight

General Skills:
- Strong written and verbal communication skills
- Strong conceptual thinking and problem solving skills
- Strong analytical skills
- Experience in determining user requirements
- Strong background in application systems development and testing techniques

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"Information Technology Services and Support"

Sample Work Order # 3:

Requirement for Oracle Programming Services (Based on a 2080-hour year)

This sample work order requires personnel with the following skills:

Technical Skills:
♦ Strong business systems analysis and functional design skills
♦ Strong knowledge of Oracle Applications Version 11i including Financials (General Ledger, Accounts Payable), Projects, Purchasing, Inventory and Human Resources
♦ Strong knowledge of the underlying data structures (i.e., tables, views) of the above Oracle Applications
♦ Strong knowledge of the Oracle PL/SQL programming language
♦ Strong knowledge of Oracle Form and Reports including triggers, procedures and functions
♦ Moderate knowledge of how reports are registered in Oracle Applications and other related Oracle Systems Administration functions
♦ Strong knowledge of Oracle Workflow capabilities and requirements to modify workflows for iProcurement and other self-service modules
♦ Moderate experience and knowledge of Oracle's other Self-Service Web Applications (e.g., iProcurement, iExpenses, Time & Labor)
♦ Moderate knowledge of Oracle Applications Self-Service Applications Framework and the related configuration requirements for these applications
♦ Desirable: Knowledge of Oracle 9iAS Portal Applications Development and Administration along with integration of Oracle Forms / Reports / Workflow into the Portal environment
♦ Desirable: Knowledge of Oracle Approvals Management module and how to design custom workflows in integrate with this module
♦ Desirable: Knowledge of Java programming and integration of Java Applets into the Oracle Portal environment
♦ Desirable: Knowledge of LDAP and related Oracle Internet Directory (OID) integration

General Skills:
- Strong written and verbal communication skills
- Experience mentoring others in Oracle Applications functionality and configuration requirements
- Strong background in application systems development and testing techniques
- Proficiency using standard PC-based business software (i.e, MS-Office) including spreadsheet, word-processing, presentation, flow diagram and project management software